

Title: Command Center Service Specialist

BRIEF DESCRIPTION:

Under supervision, provides communication and support services to police, courtesy patrol, wrecker, NTTA employees and contractors, and other first responders to incidents/emergencies; sometimes during stressful situations. Receives and processes 9-1-1 emergency calls, and non-emergency calls. Inputs and accesses sensitive information using automated law enforcement systems. Coordinates incident response by receiving and transmitting radio, push-to-talk, and telephone calls. Types letters, forms and reports on computer keyboards using Microsoft Office, Computer Aided Dispatch, and other applications. Uses good judgment when making decisions in emergency and routine situations. Monitors and operates alarm/alert panel and notifies responsible parties in a timely manner. Conducts inquiries on individuals using the automated wants and warrants system; maintains confidentiality of information. Establishes and maintains good rapport with coworkers, police, customers, supervisors, and others. Work is performed in shifts which may include weekends and holidays, 24/7. Performs routine clerical work and other duties as required. Additional duties include assisting with tours, reporting equipment malfunctions, and assisting other employees.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Monitors roadway activities by monitoring radio calls, reviewing video and camera information on current conditions and accidents; posting information for electronic roadway signage and NTTA website; contacting other resources, facilitating removal of vehicles, and monitoring agency facilities.
2	S	Provides radio dispatch by dispatching appropriate units or agencies to calls after assessment of circumstances and the acquiring of information; determining appropriate department or crew for response, maintaining communications with personnel in the field; maintaining, sending and confirmation information to assist with each circumstance, and monitoring other calls.
3	S	Types letters, forms and reports on computer keyboards using Microsoft Office, Computer Aided Dispatch, and other applications. Maintains records by entering information into databases, submitting reports as required, and recording and filing documents.
4	S	Answering telephones including 9-1-1 emergency telephone calls, determining the nature of the caller's business and dispatching police and other units, or referring the call to the appropriate resource; prioritizing and routing emergency calls to fire, police and emergency medical services. There is often a high volume of calls, many of which involve accidents, employee must quickly, calmly, and properly handle and document the incident.
5	S	Provides the public with basic instructions to safeguard persons in hazardous conditions

		prior to arrival of trained fire and police personnel.
6	S	Properly accesses and uses video and audio equipment/applications; properly secures and protects sensitive/confidential information and data; provides security surveillance and access control for employees, customers, and NTTA property/facilities.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Under and including one year.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Candidates must provide proof of US Citizenship (birth certificate, etc.) All candidates are required to pass a typing test which shows a typing proficiency of at least 35 wpm. Must have a valid driver's license. Employees must be able to obtain and maintain TCIC/NCIC and NLETS/TLETS certification, and Texas Commission on Law Enforcement (TCOLE) Telecommunicator Operator License. As outlined in TCOLE rules 217.1,217.2,217.7,217.27 and 1701.405, candidates considered for appointment must pass a job related medical examination including a drug screen, and a

physical and psychological exam; have vision correctable to 20/40 and have normal color vision and normal hearing registered at 500-4000 Hertz set at 20db. Employees must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties. Employees must pass a background check.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	R	Observing work duties, communicating with co-workers
Sitting	C	Desk work
Walking	R	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	R	File drawers, tables and chairs
Reaching	R	For supplies, files, binders/books
Handling	C	Paperwork, binders/books
Fine Dexterity	C	Computer keyboard, telephone keypad
Kneeling	R	Obtaining work supplies, equipment from cabinets
Crouching	R	Obtaining work supplies, equipment from cabinets
Crawling	N	
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer/radio to telephone and other desktop equipment
Climbing	O	Stairs
Balancing	N	
Vision	C	Correctable to 20/40; normal color vision.
Hearing	C	Normal hearing registered at 500-4000 Hertz set at 20db.
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Radio Foot Pedal
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software, communications equipment

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (see 2 below)	

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	X
Recreation/Neighborhood Center			

(3) Emergency 9-1-1 call-taking and police dispatch sometimes creates a stressful environment.

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

Signature of Employee_____
Date_____
Job Title of Supervisor_____
Signature of Supervisor_____
Date_____
Job Title of Department Head_____
Signature of Department Head_____
Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.